

**VI. BELLSOUTH'S PERFORMANCE REGARDING THE AVERAGE COMPLETION INTERVAL AND TROUBLE WITHIN 30 DAYS IS WORSE THAN REPORTED**

28. In calculating its average completion interval, BellSouth included orders made to correct the errors that BellSouth made in processing the initial orders. This overstates BellSouth's performance since most service orders that correct initial orders are completed relatively quickly; typically on the same day as issued. Therefore, including these orders drives down the average completion interval.

29. Also, these service-impacting ordering errors are not captured under the Trouble within 30 Days measurement as Mr. Varner claims in his affidavit at ¶ 153. BellSouth does not open trouble tickets for service order related problems (instead referring the CLEC to the LCSC for correction). Thus, these service order related errors would not be captured under a Trouble within 30 Days measurement, which uses trouble tickets as the source for reporting purposes. In Georgia, BellSouth reported 397 troubles within 30 days on all CLEC orders for the month of July. If the \*\*\*REDACTED\*\*\* corrected service orders contained in Attachment 8 are added to BellSouth's reported Trouble Within 30 Day measurement, the total troubles for July rises by \*\*\*REDACTED\*\*\*%. Further, these additional incidents represent only incidents that one CLEC, Birch, happened to catch while engaged in an unrelated exercise, if all incidents for all CLECs were captured, the Trouble Within 30 Days measurement would increase dramatically.

**VII. BELLSOUTH FAILS TO ISSUE JEOPARDY NOTICES**

30. In the course of reviewing data regarding the Average Completion Interval measurement discussed above, I noticed that according to BellSouth's

Average Completion Interval measurement data, BellSouth reported missed due dates due to BellSouth reasons for \*\*\*REDACTED\*\*\* Birch orders from May through August. The due dates were missed as a result of BellSouth controlled functions. The \*\*\*REDACTED\*\*\* orders consisted of seven company (BellSouth) facility missed due dates, \*\*\*REDACTED\*\*\* company (BellSouth) load missed due dates, \*\*\*REDACTED\*\*\* company (BellSouth) business office missed due dates, \*\*\*REDACTED\*\*\* company (BellSouth) other missed due dates, and \*\*\*REDACTED\*\*\* other company (BellSouth) reasons. In each of these cases, Birch should have received a jeopardy notification notifying Birch of the missed due date and the reason for the missed due date.

31. According to Birch's database, Birch did not receive *one* jeopardy notification from BellSouth indicating facility, load, or any other BellSouth reason for why the due date was missed. And only one of the \*\*\*REDACTED\*\*\* orders received any sort of jeopardy notice at all, and it indicated that the problem was an inability to access the end user's premises. Without the jeopardy notifications from BellSouth, Birch's ordering system is unreliable and other avenues must be pursued to successfully provision service or gain information as to the status of orders.

32. Attachment 9 includes the \*\*\*REDACTED\*\*\* orders that had missed due dates because of BellSouth reasons.<sup>17</sup>

**VIII. GEORGIA PERFORMANCE MEASUREMENT STANDARDS  
ARE NOT AS RIGOROUS AS THOSE IN OTHER STATES  
WHERE THE FCC HAS GRANTED 271 AUTHORITY**

33. As discussed above in this Declaration, Birch is *very* reliant on BellSouth's manual processes to provision Birch's services. With flow-through rates

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<sup>17</sup> The source of the data is BellSouth's PMAP raw data for Birch.

in the upper fifty's to the lower sixty's (again excluding CLEC errors and orders that are not designed to flow-through), BellSouth's manual processes are required for well over \*\*\*REDACTED\*\*\* percent of Birch orders. The ordering standards that measure the way in which BellSouth process CLEC order (electronically or manually), and how timely those processes are, do not ensure CLECs a meaningful opportunity to compete. Specifically, I will discuss the following ordering measurements: FOC Timeliness, Reject Interval, and Flow Through.

**A. The Performance Measurement for FOC Timeliness and the Reject Interval are not Sufficiently Demanding**

34. FOC Timeliness measures the amount of time BellSouth takes to return a Firm Order Confirmation (or communication of the due date) to the CLEC and the Reject Interval measures the amount of time to return a reject response (indicating a CLEC error on the order). These measures are further disaggregated to measure whether BellSouth processes the CLEC request on a mechanized basis (flow-through) or partially mechanized (submitted electronically by CLECs, but due to limitations in BellSouth's OSS, re-typed into the provisioning systems manually by BellSouth). The standard to which BellSouth is held for the partially mechanized orders is of most concern to Birch. Specifically, under the Georgia standard, BellSouth must only return 85% of CLEC partially mechanized FOC and reject responses within 18 business hours for the months of May, June, and July and within 10 business hours for beginning in August.

35. The Southwestern Bell and Verizon benchmarks, or "number of hours" for the timely return of FOC responses in the states that have been granted 271 relief are vastly different from each other and require analysis of the ordering

processes employed in each case to determine which standard is more relevant to BellSouth. Verizon's (Bell Atlantic) process of handling CLEC LSRs involves Verizon's representatives in correcting some CLEC errors, which undoubtedly would require more time. Noting this process<sup>18</sup> the FCC approved a longer FOC and reject timeframe for New York. The New York standard required Verizon to return 95% of FOC and reject responses in 24 clock hours<sup>19</sup>.

36. BellSouth's ordering process is very closely aligned with the process SWBT utilizes. SWBT's order process involves immediately rejecting to the CLEC any order that contains an error, regardless if the error is easily correctable. This process requires substantially less time as the onus is placed on the CLEC to submit accurate LSRs and allows SWBT to focus on processing accurate LSRs. The Texas standard held Southwestern Bell to return 95% of FOC responses within five business hours<sup>20</sup> and 95% of partially mechanized rejects within five business hours. The current Georgia standard of 10 business hours should be augmented to more closely resemble the standards that SWBT was held to for both the Texas and Kansas/Oklahoma 271 approval. Additionally, the "percentage within" standard should also be increased to 95%. These changes, when met, do provide CLECs a meaningful opportunity to compete.

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<sup>18</sup> Bell Atlantic New York Order at ¶ 160.

<sup>19</sup> Ten business hours is very close to 24 clock hours. For example, BellSouth's LCSC that processes UNE orders is open from 8 AM to 6 PM or ten business hours.

<sup>20</sup> The Texas standard did not differentiate between mechanically processed or partially mechanized at the time of the Texas 271 approval. The Texas Public Utility Commission, Southwestern Bell, and CLECs have since modified the standards to differentiate between mechanized and partially mechanized. The partially mechanized standard in Texas is now 95% within 5 business hours for the majority of services.

37. The months for which data BellSouth relies to prove non-discriminatory access (May, June, and July) also represent months in which BellSouth was only held to return FOC and reject responses within 18 business hours (almost two business days) and only 85% of the time for partially mechanized orders. The use of BellSouth's compliance with this standard can not be relied upon to prove non-discriminatory access to the ordering function. This standard did not and will not ensure CLECs a meaningful opportunity to compete.

**B. The Performance Measurement for Flow-Through is not Sufficiently Demanding**

38. Of additional concern to Birch are the standards to which BellSouth is held for flow-through. BellSouth is not held by the same standards as Verizon and Southwestern Bell in the states where their 271 applications were approved.

39. The Performance Standard for flow-through orders established in New York, Massachusetts, and Connecticut was a rate for all eligible and accurate LSRs of 95%. The Georgia standards calls for 95% of eligible residential resale, 90% of eligible business resale, and 85% of eligible UNE and LNP orders to flow-through. In Birch's experience, these benchmarks do not ensure sufficient access to BellSouth's ordering function as UNE-P providers are only ensured of 85% flow-through under the UNE disaggregation. BellSouth's Performance Standard for flow-through should, at a minimum, be raised to the 95% level for all eligible LSRs—the same level as in New York, Massachusetts and Connecticut and for all eligible LSRs.

40. The flow-through Performance Standard for both Texas and Kansas/Oklahoma uses a slightly different approach in that in those proceedings

comparable retail offerings of the ILEC were treated as retail analogues for the counterpart wholesale service.<sup>21</sup> For Southwestern Bell, retail and wholesale flow-through results are compared for a parity determination.<sup>22</sup> The Texas parity measurement was designed to incent SWBT to increase the flow-through to the same level experienced by SWBT retail. An alternative in Georgia to raising the Performance Standard for flow-through to the 95% level, like in New York, Massachusetts and Connecticut, is to adopt the same parity standard that is used in Texas.

**C. The Performance Measurement for Average Completion Interval is not Sufficiently Demanding**

41. The Average Completion Interval (“OCI”) measures the average time it takes BellSouth to complete an order.<sup>23</sup> Under the Georgia business rule, the start time for the OCI is the CLECs receipt of the FOC from BellSouth and the end time is when BellSouth completes the order.<sup>24</sup> However, in the South Carolina and Louisiana I and II orders, this Commission made it clear that the OCI should use as the start time the timestamp for when the LSR was submitted by the CLEC. Similarly, in all of the approved applications filed by Verizon and SWBT, the start time used by the OCI was the moment at which an accurate and complete service request is received.

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<sup>21</sup> For example, a basic POTS line offered by SWBT was treated as the retail analog for a UNE-P POTS line, and so forth.

<sup>22</sup> Southwestern Bell Performance Measures business rule – number 13.

<sup>23</sup> BellSouth Service Quality Measurement Plan measurement P-4.

<sup>24</sup> BellSouth has requested throughout its nine-state region that the start time be the CLEC’s receipt of the FOC. BellSouth has vehemently opposed every CLEC request to modify this measurement to reflect the true end-user experience. BellSouth has also opposed state PSCs on this point which has given specific direction to BellSouth to modify this measurement to reflect the true end-user experience, *e.g.*, Georgia PSC Docket No. 7892-U.

42. Without including in the OCI the critical time it takes BellSouth to process CLEC orders, it is difficult to determine whether consumers in Georgia are receiving parity completion intervals. Attachment 10 shows in a timeline format why starting the completion interval at the time that the LSR was submitted by the CLEC is important – especially in an environment where the RBOC utilizes significant manual processes to provision CLEC orders (as BellSouth does). It shows that for an LSR that is processed manually, the time between when the CLEC submits the LSR and the time that the FOC is returned to the CLEC (approximately two days) is a significant proportion of the *total* time it takes BellSouth to provision service to a CLEC (approximately five days). Thus, by not counting the time between when a CLEC submits an LSR and the time that the FOC is returned, you leave out a significant period during which the CLEC is simply waiting for its order. On the other hand, for BellSouth, the amount of time between when BellSouth retail places an order and the due date is communicated to the end user is only 10 minutes. Thus, for BellSouth, this is an insignificant period of time. Accordingly, while BellSouth retail only has to wait 3 days and 10 minutes from the point at which it orders service to the point that service is provisioned, CLECs have to wait 5 days (if the FOC is processed manually). This cannot possibly be considered parity by any definition. However, under BellSouth's performance measurement BellSouth retail and CLECs would show completion intervals of three days each. BellSouth's OCI measurement simply does not provide this Commission with adequate information to determine if BellSouth provisions CLEC orders in parity with its retail operations.

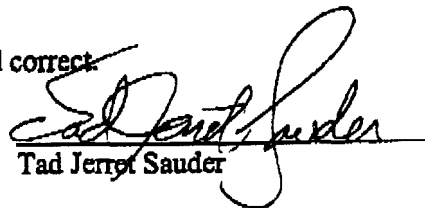
**IX. CONCLUSION**

43. My review of BellSouth's reported performance with respect to Birch shows that BellSouth miscalculates some important performance measurements. The miscalculations mark problems that ultimately affect the service that Birch can provide its end users. As demonstrated in this Declaration, BellSouth is overstating the number of transactions that flow-through BellSouth's OSS. Additionally, Birch finds that when



manual intervention is required, BellSouth makes provisioning mistakes that are not captured in the Georgia Performance Measurements. Finally, the Georgia Performance Measurements, as they stand today, do not require BellSouth to perform anywhere near the levels required by this Commission for Verizon and / or Southwestern Bell in previously approved applications.

I certify that this Declaration is true and correct.

  
Tad Jerret Sauder

Date: 10/22/2001

# **ATTACHMENT 1**

**REDACTED**

## **ATTACHMENT 2**

**REDACTED**

# **ATTACHMENT 3**

	A	B	C	D	E	F
1	<b>Example of Five Flow-Through LSRs</b>					
2			VEH	DEST/IMP	TYPE	ERR
3	1986	2001071210490200	0	7/12/01 11:07	BB18	
4	1986	2001071210490200	0	7/12/01 11:07	C040	
5	1986	2001071210490200	0	7/12/01 11:09	B050	
6	1986	2001071210490200	0	7/12/01 11:09	B025	
7	1986	2001071210490200	0	7/12/01 11:09	B025	
8	1986	2001071210490200	0	7/12/01 11:09	TAGR	
9	1986	2001071210490200	0	7/12/01 11:09	TAGR	
10	1986	2001071210490200	0	7/12/01 11:10	C020	
11	1986	2001071210490200	0	7/12/01 11:10	C020	
12	1986	2001071210490200	0	7/12/01 11:10	C020	
13	1986	2001071210490200	0	7/12/01 16:16	B050	
14	1986	2001071210490200	0	7/12/01 16:16	B025	
15	1986	2001071210490200	0	7/12/01 17:16	B025	
16	1986	2001071210490200	0	7/12/01 17:45	B025	
17	1986	2001071210490200	0	7/13/01 5:16	B025	
18	1986	2001071210490200	0	7/13/01 9:50	B025	
19	1986	2001071210490200	0	7/13/01 10:04	TAGR	
20	1986	2001071210441400	0	7/12/01 11:02	BB18	
21	1986	2001071210441400	0	7/12/01 11:02	C040	
22	1986	2001071210441400	0	7/12/01 11:04	B050	
23	1986	2001071210441400	0	7/12/01 11:04	B025	
24	1986	2001071210441400	0	7/12/01 11:04	B025	
25	1986	2001071210441400	0	7/12/01 11:04	TAGR	
26	1986	2001071210441400	0	7/12/01 11:04	TAGR	
27	1986	2001071210441400	0	7/12/01 11:07	C020	
28	1986	2001071210441400	0	7/12/01 11:07	C020	
29	1986	2001071210441400	0	7/12/01 16:29	B050	
30	1986	2001071210441400	0	7/12/01 16:29	B025	
31	1986	2001071210441400	0	7/12/01 17:16	B025	
32	1986	2001071210441400	0	7/12/01 17:45	B025	
33	1986	2001071210441400	0	7/13/01 5:16	B025	
34	1986	2001071210441400	0	7/13/01 9:50	B025	
35	1986	2001071210441400	0	7/13/01 10:07	TAGR	
36	1986	2001071210390500	0	7/12/01 10:55	BB18	
37	1986	2001071210390500	0	7/12/01 10:55	C040	
38	1986	2001071210390500	0	7/12/01 10:55	B050	
39	1986	2001071210390500	0	7/12/01 10:55	B025	
40	1986	2001071210390500	0	7/12/01 10:56	B025	
41	1986	2001071210390500	0	7/12/01 10:56	TAGR	
42	1986	2001071210390500	0	7/12/01 10:56	TAGR	
43	1986	2001071210390500	0	7/12/01 10:58	C020	
44	1986	2001071210390500	0	7/12/01 10:58	C020	
45	1986	2001071210390500	0	7/12/01 16:03	B050	
46	1986	2001071210390500	0	7/12/01 16:03	B025	
47	1986	2001071210390500	0	7/12/01 16:04	TAGR	
48	1986	GA435085	0	7/10/01 9:15	BB18	
49	1986	GA435085	0	7/10/01 9:15	C040	
50	1986	GA435085	0	7/10/01 9:17	B050	
51	1986	GA435085	0	7/10/01 9:18	B050	
52	1986	GA435085	0	7/10/01 9:20	C020	
53	1986	GA435085	0	7/10/01 9:20	C020	
54	1986	GA435085	0	7/10/01 9:20	C020	
55	1986	GA435085	0	7/10/01 9:30	B050	
56	1986	GA435085	0	7/10/01 9:30	B025	
57	1986	GA435085	0	7/10/01 9:30	B025	
58	1986	GA435085	0	7/10/01 9:31	TAGR	
59	1986	GA435085	0	7/10/01 9:31	TAGR	
60	1986	GA435085	0	7/12/01 17:07	B050	
61	1986	GA435085	0	7/12/01 17:07	B025	
62	1986	GA435085	0	7/12/01 17:45	B025	
63	1986	GA435085	0	7/12/01 18:16	B025	
64	1986	GA435085	0	7/13/01 5:46	B025	
65	1986	GA435085	0	7/13/01 10:17	B025	
66	1986	GA435085	0	7/13/01 14:46	B025	
67	1986	GA435085	0	7/13/01 14:48	TAGR	
68	1986	GA435781	0	7/12/01 14:43	BB18	
69	1986	GA435781	0	7/12/01 14:43	C040	
70	1986	GA435781	0	7/12/01 14:44	B050	

	A	B	C	D	E	F
2	ID	PON	VER	TIMESTAMP	TYPE	ERR#
71	1986	GA435781	0	7/12/01 14:45	B050	
72	1986	GA435781	0	7/12/01 14:47	C020	
73	1986	GA435781	0	7/12/01 14:47	C020	
74	1986	GA435781	0	7/12/01 14:47	C020	
75	1986	GA435781	0	7/12/01 14:47	C020	
76	1986	GA435781	0	7/12/01 14:47	C020	
77	1986	GA435781	0	7/12/01 15:02	B050	
78	1986	GA435781	0	7/12/01 15:02	B025	
79	1986	GA435781	0	7/12/01 15:02	B025	
80	1986	GA435781	0	7/12/01 15:02	TAGR	
81	1986	GA435781	0	7/12/01 15:02	TAGR	
82	1986	GA435781	0	7/18/01 16:49	B050	
83	1986	GA435781	0	7/18/01 16:59	B025	
84	1986	GA435781	0	7/18/01 17:45	B025	
85	1986	GA435781	0	7/18/01 18:16	B025	
86	1986	GA435781	0	7/19/01 5:16	B025	
87	1986	GA435781	0	7/19/01 9:45	B025	
88	1986	GA435781	0	7/19/01 14:17	B025	
89	1986	GA435781	0	7/19/01 18:45	B025	
90	1986	GA435781	0	7/20/01 5:16	B025	
91	1986	GA435781	0	7/20/01 9:46	B025	
92	1986	GA435781	0	7/20/01 14:17	B025	
93	1986	GA435781	0	7/20/01 18:46	B025	
94	1986	GA435781	0	7/21/01 5:15	B025	
95	1986	GA435781	0	7/21/01 9:45	B025	
96	1986	GA435781	0	7/21/01 14:15	B025	
97	1986	GA435781	0	7/21/01 14:16	TAGR	



G	
1	
2	NOTE ON ERROR DESCRIPTION
3	LSR LOADED AS MECHANIZED
4	LSR HAS BEEN SENT TO LESOG
5	8#5 FOC STAGED FOR LSR, LEO STATUS CHANGED TO "F"
6	855 ISSUED RETURN-FEED # 0001 FOC SENT
7	POS ISSUED, SOCS STATUS - PD PENDING ORDER
8	PON POSTED AS ACKNOWLEDGED
9	PON POSTED AS ACKNOWLEDGED
10	LSO IS INCONSISTANT WITH LOCBAN/ATN WHICH MAY CAUSE SITE ERRORS
11	INFO-OUT TO SOER
12	INFO-ORDER NUM: CPFHBP60
13	865 COMPLETION STAGED FOR LSR, LEO STATUS CHANGED TO "P"
14	865 ISSUED RETURN-FEED # 0003 COMPLETION SENT
15	RETURN FEED RESENT - RETFD-SEQ = 0003
16	RETURN FEED RESENT - RETFD-SEQ = 0003
17	RETURN FEED RESENT - RETFD-SEQ = 0003
18	RETURN FEED RESENT - RETFD-SEQ = 0003
19	PON POSTED AS ACKNOWLEDGED
20	LSR LOADED AS MECHANIZED
21	LSR HAS BEEN SENT TO LESOG
22	8#5 FOC STAGED FOR LSR, LEO STATUS CHANGED TO "F"
23	855 ISSUED RETURN-FEED # 0001 FOC SENT
24	POS ISSUED, SOCS STATUS - PD PENDING ORDER
25	PON POSTED AS ACKNOWLEDGED
26	PON POSTED AS ACKNOWLEDGED
27	INFO-OUT TO SOER
28	INFO-ORDER NUM: CP1T2XY9
29	865 COMPLETION STAGED FOR LSR, LEO STATUS CHANGED TO "P"
30	865 ISSUED RETURN-FEED # 0003 COMPLETION SENT
31	RETURN FEED RESENT - RETFD-SEQ = 0003
32	RETURN FEED RESENT - RETFD-SEQ = 0003
33	RETURN FEED RESENT - RETFD-SEQ = 0003
34	RETURN FEED RESENT - RETFD-SEQ = 0003
35	PON POSTED AS ACKNOWLEDGED
36	LSR LOADED AS MECHANIZED
37	LSR HAS BEEN SENT TO LESOG
38	8#5 FOC STAGED FOR LSR, LEO STATUS CHANGED TO "F"
39	855 ISSUED RETURN-FEED # 0001 FOC SENT
40	POS ISSUED, SOCS STATUS - PD PENDING ORDER
41	PON POSTED AS ACKNOWLEDGED
42	PON POSTED AS ACKNOWLEDGED
43	LSO IS INCONSISTANT WITH LOCBAN/ATN WHICH MAY CAUSE SITE ERRORS
44	INFO-ORDER NUM: DOC9LJF7
45	865 COMPLETION STAGED FOR LSR, LEO STATUS CHANGED TO "P"
46	865 ISSUED RETURN-FEED # 0003 COMPLETION SENT
47	PON POSTED AS ACKNOWLEDGED
48	LSR LOADED AS MECHANIZED
49	LSR HAS BEEN SENT TO LESOG
50	PROCESSING OF SERVICE ORDER NOFDY67 IN STATUS AO DELAYED: WAITING FOR LESOG RESPONSE
51	PROCESSING OF SERVICE ORDER NOFDY67 IN STATUS PD DELAYED: WAITING FOR LESOG RESPONSE
52	INFO-ORDER NUM: DOF7BWH9
53	SERVICE ORDER UPDATE PLACED BY LESOG
54	INFO-ORDER NUM: NOFDY67
55	8#5 FOC STAGED FOR LSR, LEO STATUS CHANGED TO "F"
56	855 ISSUED RETURN-FEED # 0001 FOC SENT
57	POS ISSUED, SOCS STATUS - PD PENDING ORDER
58	PON POSTED AS ACKNOWLEDGED
59	PON POSTED AS ACKNOWLEDGED
60	865 COMPLETION STAGED FOR LSR, LEO STATUS CHANGED TO "P"
61	865 ISSUED RETURN-FEED # 0003 COMPLETION SENT
62	RETURN FEED RESENT - RETFD-SEQ = 0003
63	RETURN FEED RESENT - RETFD-SEQ = 0003
64	RETURN FEED RESENT - RETFD-SEQ = 0003
65	RETURN FEED RESENT - RETFD-SEQ = 0003
66	RETURN FEED RESENT - RETFD-SEQ = 0003
67	PON POSTED AS ACKNOWLEDGED
68	LSR LOADED AS MECHANIZED
69	LSR HAS BEEN SENT TO LESOG
70	PROCESSING OF SERVICE ORDER NPB5G3L5 IN STATUS AO DELAYED: WAITING FOR LESOG RESPONSE

G	
2	NOTE OR ERROR DESCRIPTION
71	PROCESSING OF SERVICE ORDER NPB5G3L5 IN STATUS PD DELAYED: WAITING FOR LESOG RESPONSE
72	LSO IS INCONSISTANT WITH LOCBAN/ATN WHICH MAY CAUSE SITE ERRORS
73	SERVICE ORDER UPDATE PLACED BY LESOG
74	INFO-ORDER NUM: DPB4JV39
75	INFO-OUT TO SOER
76	INFO-ORDER NUM: NPB5G3L5
77	8#5 FOC STAGED FOR LSR, LEO STATUS CHANGED TO "F"
78	855 ISSUED RETURN-FEED # 0001 FOC SENT
79	POS ISSUED, SOCS STATUS - PD PENDING ORDER
80	PON POSTED AS ACKNOWLEDGED
81	PON POSTED AS ACKNOWLEDGED
82	865 COMPLETION STAGED FOR LSR, LEO STATUS CHANGED TO "P"
83	865 ISSUED RETURN-FEED # 0003 COMPLETION SENT
84	RETURN FEED RESENT - RETFD-SEQ = 0003
85	RETURN FEED RESENT - RETFD-SEQ = 0003
86	RETURN FEED RESENT - RETFD-SEQ = 0003
87	RETURN FEED RESENT - RETFD-SEQ = 0003
88	RETURN FEED RESENT - RETFD-SEQ = 0003
89	RETURN FEED RESENT - RETFD-SEQ = 0003
90	RETURN FEED RESENT - RETFD-SEQ = 0003
91	RETURN FEED RESENT - RETFD-SEQ = 0003
92	RETURN FEED RESENT - RETFD-SEQ = 0003
93	RETURN FEED RESENT - RETFD-SEQ = 0003
94	RETURN FEED RESENT - RETFD-SEQ = 0003
95	RETURN FEED RESENT - RETFD-SEQ = 0003
96	RETURN FEED RESENT - RETFD-SEQ = 0003
97	PON POSTED AS ACKNOWLEDGED

# **ATTACHMENT 4**

REPORT NAME: CLEC LSR Information  
REPORT PERIOD: 07/01/2001 to 07/31/2001  
CLEC: 1986 --

#### NOTES FOR REPORT ON CLEC LSR INFORMATION

This report contains information on all mechanically submitted, non-LNP LSRs that BellSouth processed for your company during the period noted above. For the purpose of this report, an LSR is a distinct cc/pon/ver combination. The data presented has several lines per LSR and where more than one line is needed to determine the status of an LSR (e.g., an LSR flows through when certain conditions are found/not found on three lines), it's still counted as one LSR. Each different version of a particular PON is considered a separate LSR within BellSouth. Below, you will find explanations for each column and its contents.

CC -- Your company code.

PON -- Your purchase order number as received on the LSR.

VER -- The LSR version.

TIMESTAMP -- Timestamp of note or error posting in LEO database.

TYPE -- Notes type. See explanations of each type in the next section.

ERR# -- ENCORE error number. Please refer to your LEO Implementation Guide for complete explanations of each error number.

NOTE OR ERROR DESCRIPTION -- Actual text of the note or error as found in the LEO database.

When comparing the results of this LSR information file with the flow through aggregate report, please note that this LSR Information file contains LSR data for all submission types, (LENS, EDI, TAG), but are separated by cc while there's a separate line for each submission type on the aggregate report, the intent of this LSR information file is for the reconciliation for all LSRs submitted regardless of submission type.

#### NOTES TYPES EXPLAINED

There are several different types of notes, each with its own unique identifier. Many of these are internal to BellSouth, and will not be useful to you. Others will tell you immediately the type of note that you are viewing. For example, a type of 'C280' refers to an internal BellSouth program which generated the note text, and 'ERR' means that the note text contains an actual error message.

Please note that each LSR may receive multiple errors and messages. All errors and messages must be taken into account in order to determine the treatment for that particular LSR.

TYPE	EXPLANATION
C###	Refers to the actual BellSouth program that generated the note text
CANC	Automatically cancelled by system due to inactivity
CLAR	Clarification message
CLM	LSR has been claimed
CRR	Mechanically generated order has been corrected
ERR	The notes field contains an error message, and the ERR# field is populated
FCCN	Manual FOC send
ISS	Manually issued order
LOAD	Successful change in the LEO database
MECH	Means that the LSR in question was received via a mechanized method
NAVI	Navigation message -- where the LSR was sent at that time
RETF	Return feed
SRET	SOCS return message
SGNT	LSR has been inserted to TSIGNOUT queue and is waiting to be claimed
WEB	Message is posted to the web (LENS)

#### FLOWTHROUGH LOGIC

This section contains an explanation of the process by which BellSouth determines whether or not an LSR has flowed through the system. Please note the following: as each of the flowthrough steps is executed, LSRs that meet that step's criteria are removed from the base pool of LSRs, and are not included in any further calculations. For example, an LSR with both an auto clarification and a MANUALP fallout condition will be counted only once in the flow through calculation. In this example, the LSR will appear in the planned manual 'bucket' since the manual fallout step is executed before the auto clarification step. In addition, an LSR with more than one error of the same type, e.g., auto clarification, will be counted only once in the flow through calculation. A list of all errors by error code and quantity can be found in the Flow Through Error Analysis report.

The steps for determining flowthrough are as follows (in order):

#### FATAL REJECTS

Finds all fatal reject records. A fatal reject is a record the system identifies as having severe CLEC errors that prohibit further processing and is returned to the CLEC. Fatal rejects are identified by looking for a note containing 'LSR REJECTED' and a note type of 'RETF' or 'C475', both of which indicate an LSR was rejected by the system. A fatally rejected LSR does not retain its initiating source system ID (i.e., LENS, EDI, TAG); therefore, it is impossible to determine the source of a fatal reject. Please note that fatal rejects are not a part of the flow through calculation and are NOT identified in this report.

#### AUTO CLARIFICATIONS

Finds all auto clarification records. An auto clarification record is a record the system identifies as having a CLEC error and returns the record to the CLEC with no further processing. All auto clarification LSRs contain the words 'AUTO CLARIFICATION' in the notes field.

## PLANNED MANUALS

Finds all planned manual and manual clarification records. A planned manual LSR is an LSR that the system is not designed to handle mechanically due to its complexity. As a result, the LSR falls out for manual handling so that processing can be completed.

A planned manual LSR will have the text 'MANUALP' as the first seven characters of the notes field.

## FLOWTHROUGH LSRs

Finds all records that have had service orders issued in SOCS, i.e., all records that flowed through the system. An LSR is defined as having flowed through if the following logic is true:

\* The note contains the text 'FOC STAGED FOR LSR' \*\*\*OR\*\*\* 'FOC AND CN STAGED FOR LSR'

\*\*\*AND\*\*\*

\* The note contains the text 'ORDER NUM' \*\*\*OR\*\*\* 'INFO-ORDER' \*\*\*OR\*\*\* 'CANCELLED'

## SYSTEM FALLOUT

Any LSRs that did not flow through the systems and were not planned manuals, fatal rejects, or auto clarifications are defined as system fallout.

## CLEC CAUSED FALLOUT

CLEC caused fallout is defined as those LSRs with clarifications returned and/or clarifications posted.

## CLARIFICATIONS RETURNED

Find all clarification returned LSRs. A clarification returned designation indicate that an LSR was received and was LESOG eligible, but could not flow through because additional information was required in order to process the LSR. The LSR requires a Bellsouth representative to review it; if the error is determined to be a CLEC error, the LSR is clarified back to the CLEC. This LSR contains the text 'CLARIFICATIONS RETURNED' in the notes field.

## CLARIFICATIONS POSTED

Finds all clarifications posted LSRs. A clarification posted is identical to a clarification returned except that the clarification is posted to the web (LENS) rather than being sent to the CLEC via EDI or TAG. A clarification posted LSR contains the text 'CLARIFICATIONS POSTED' in the notes field.

## BST CAUSED FALLOUT

All other LSRs that fall out of the system are counted, by default, as 'BST Caused Fallout'.

## PENDING (Z) STATUS LSRS

There is no specific identifier in the tables which indicates that a LSR has received a 'Z' status. When a supplemental LSR is received before the original LSR has reached FOC status, the original LSR is marked with a 'Z' status. LSRS that receive this 'Z' status are excluded from the flowthrough calculation.

## LSRS AND ASSOCIATED MESSAGES FOR THIS PERIOD

LIST OF LSRS WITH ACTIVITY DURING THE MONTH THAT WERE INCLUDED IN THIS MONTH'S FLOW THROUGH CALCULATION.

The following is a list of the LSRS originated this month and included in the flow through calculation, and all messages associated with each LSR received. Again, please remember that you must take into account all the messages and errors for each LSR to determine its treatment.

# **ATTACHMENT 5**



	A	B	C	D	E	F	G
1	Example of Five Reported Flow-Through LSRs that Contain Flow-Through Errors						
2		PO#	VER	TIMESTAMP	TYPE	ERR#	NOTE OR ERROR DESCRIPTION
3	1986	GA436074	0	7/11/01 11:09	BB18		LSR LOADED AS MECHANIZED
4	1986	GA436074	0	7/11/01 11:09	C040		LSR HAS BEEN SENT TO LESOG
5	1986	GA436074	0	7/11/01 11:12	C020		LSO IS INCONSISTANT WITH LOCBAN/ATN WHICH MAY CAUSE SITE ERRORS
6	1986	GA436074	0	7/11/01 11:12	ERR	8820	SOCS ERROR: RTN SAE 004 ACT CODE NOT FOR THIS ORD TYPE
7	1986	GA436074	0	7/11/01 11:12	C020		PARTIAL ORDER GENERATED AND CANCELLED
8	1986	GA436074	0	7/11/01 11:12	C020		INFO-ORDER DODR9W64 CANCELLED
9	1986	GA436074	0	7/11/01 11:12	SGNT		DB09C020 INSERTED TO TSGNOUT
10	1986	GA436074	0	7/11/01 11:12	C020		LSR IN "ERROR" STATUS PLACED BY LESOG
11	1986	GA436074	0	7/11/01 12:05	CLM		LSR Claimed By CUID - YBJNRFB
12	1986	GA436074	0	7/11/01 12:22	B050		8#5 FOC STAGED FOR LSR, LEO STATUS CHANGED TO "F"
13	1986	GA436074	0	7/11/01 12:22	B025		855 ISSUED RETURN-FEED # 0001 FOC SENT
14	1986	GA436074	0	7/11/01 12:22	B025		POS ISSUED, SOCS STATUS - PD PENDING ORDER
15	1986	GA436074	0	7/11/01 12:22	TAGR		PON POSTED AS ACKNOWLEDGED
16	1986	GA436074	0	7/11/01 12:22	TAGR		PON POSTED AS ACKNOWLEDGED
17	1986	GA436074	0	7/11/01 17:12	B050		865 COMPLETION STAGED FOR LSR, LEO STATUS CHANGED TO "P"
18	1986	GA436074	0	7/11/01 17:12	B025		865 ISSUED RETURN-FEED # 0003 COMPLETION SENT
19	1986	GA436074	0	7/11/01 17:13	TAGR		PON POSTED AS ACKNOWLEDGED
20	1986	GA436195	0	7/12/01 14:55	BB18		LSR LOADED AS MECHANIZED
21	1986	GA436195	0	7/12/01 14:55	C040		LSR HAS BEEN SENT TO LESOG
22	1986	GA436195	0	7/12/01 14:59	C020		LSO IS INCONSISTANT WITH LOCBAN/ATN WHICH MAY CAUSE SITE ERRORS
23	1986	GA436195	0	7/12/01 14:59	C020		INFO-ORDER NUM: DOOLV0W7
24	1986	GA436195	0	7/12/01 14:59	ERR	7245	NUM=00001 RNP FID, DATA, OR DELIMITER IS MISSING
25	1986	GA436195	0	7/12/01 14:59	ERR	8820	SOCS ERROR: RNP SAE 001 MINIMUM DATA ERROR
26	1986	GA436195	0	7/12/01 14:59	C020		PARTIAL ORDER GENERATED AND CANCELLED
27	1986	GA436195	0	7/12/01 14:59	C020		INFO-ORDER NO0V8KB6 CANCELLED
28	1986	GA436195	0	7/12/01 14:59	ERR	7465	CANNOT CANCEL ORDER
29	1986	GA436195	0	7/12/01 14:59	C020		INFO-ORDER DOOLV0W7 CANCELLED
30	1986	GA436195	0	7/12/01 14:59	SGNT		DB09C020 INSERTED TO TSGNOUT
31	1986	GA436195	0	7/12/01 14:59	C020		LSR IN "ERROR" STATUS PLACED BY LESOG
32	1986	GA436195	0	7/13/01 7:23	CLM		LSR Claimed By CUID - YBCFQRW
33	1986	GA436195	0	7/13/01 7:47	B050		8#5 FOC STAGED FOR LSR, LEO STATUS CHANGED TO "F"
34	1986	GA436195	0	7/13/01 7:47	B025		855 ISSUED RETURN-FEED # 0001 FOC SENT
35	1986	GA436195	0	7/13/01 7:48	B025		POS ISSUED, SOCS STATUS - PD PENDING ORDER
36	1986	GA436195	0	7/13/01 8:47	B025		RETURN FEED RESENT - RETFD-SEQ = 0001
37	1986	GA436195	0	7/13/01 8:47	B025		RETURN FEED RESENT - RETFD-SEQ = 0002
38	1986	GA436195	0	7/13/01 8:47	TAGR		PON POSTED AS ACKNOWLEDGED
39	1986	GA436195	0	7/13/01 8:47	TAGR		PON POSTED AS ACKNOWLEDGED
40	1986	GA436195	0	7/13/01 17:09	B050		865 COMPLETION STAGED FOR LSR, LEO STATUS CHANGED TO "P"
41	1986	GA436195	0	7/13/01 17:09	B025		865 ISSUED RETURN-FEED # 0003 COMPLETION SENT
42	1986	GA436195	0	7/13/01 17:45	B025		RETURN FEED RESENT - RETFD-SEQ = 0003
43	1986	GA436195	0	7/13/01 18:16	B025		RETURN FEED RESENT - RETFD-SEQ = 0003
44	1986	GA436195	0	7/14/01 5:16	B025		RETURN FEED RESENT - RETFD-SEQ = 0003
45	1986	GA436195	0	7/14/01 9:45	B025		RETURN FEED RESENT - RETFD-SEQ = 0003
46	1986	GA436195	0	7/14/01 14:15	B025		RETURN FEED RESENT - RETFD-SEQ = 0003
47	1986	GA436195	0	7/14/01 18:45	B025		RETURN FEED RESENT - RETFD-SEQ = 0003
48	1986	GA436195	0	7/15/01 5:15	B025		RETURN FEED RESENT - RETFD-SEQ = 0003
49	1986	GA436195	0	7/15/01 9:45	B025		RETURN FEED RESENT - RETFD-SEQ = 0003
50	1986	GA436195	0	7/15/01 14:15	B025		RETURN FEED RESENT - RETFD-SEQ = 0003
51	1986	GA436195	0	7/15/01 18:45	B025		RETURN FEED RESENT - RETFD-SEQ = 0003
52	1986	GA436195	0	7/16/01 5:15	B025		RETURN FEED RESENT - RETFD-SEQ = 0003
53	1986	GA436195	0	7/16/01 9:45	B025		RETURN FEED RESENT - RETFD-SEQ = 0003
54	1986	GA436195	0	7/16/01 9:46	TAGR		PON POSTED AS ACKNOWLEDGED
55	1986	GA438822	0	7/11/01 12:43	BB18		LSR LOADED AS MECHANIZED
56	1986	GA438822	0	7/11/01 12:43	C040		LSR HAS BEEN SENT TO LESOG
57	1986	GA438822	0	7/11/01 12:45	B050		PROCESSING OF SERVICE ORDER NPB48PM7 IN STATUS AO DELAYED: WAITING FOR LESOG RESPONSE
58	1986	GA438822	0	7/11/01 12:47	C020		LSO IS INCONSISTANT WITH LOCBAN/ATN WHICH MAY CAUSE SITE ERRORS
59	1986	GA438822	0	7/11/01 12:47	C020		SERVICE ORDER UPDATE PLACED BY LESOG
60	1986	GA438822	0	7/11/01 12:47	ERR	8825	ORDER ERR: DPB1Q2P7 FORMAT SAE 996 O1 GCE /TN 770 503-1616 /SED 06 19-01 /ZSER 5F1000000
61	1986	GA438822	0	7/11/01 12:47	C020		INFO-OUT TO SOER
62	1986	GA438822	0	7/11/01 12:47	C020		INFO-ORDER NUM: NPB48PM7
63	1986	GA438822	0	7/11/01 12:47	SGNT		DB09C020 INSERTED TO TSGNOUT
64	1986	GA438822	0	7/11/01 12:47	C020		ERROR WITH PENDING ORDER PLACED BY LESOG
65	1986	GA438822	0	7/11/01 13:00	B050		NPB48PM7: #ATTEMPTS=01 & ATTEMPTED TO FOC, PON IN RECYCLE
66	1986	GA438822	0	7/11/01 13:22	CLM		LSR Claimed By CUID - YZWPXBT
67	1986	GA438822	0	7/11/01 13:28	B050		8#5 FOC STAGED FOR LSR, LEO STATUS CHANGED TO "F"
68	1986	GA438822	0	7/11/01 13:28	B025		855 ISSUED RETURN-FEED # 0001 FOC SENT
69	1986	GA438822	0	7/11/01 13:28	TAGR		PON POSTED AS ACKNOWLEDGED
70	1986	GA438822	0	7/11/01 13:30	B050		PREVIOUS FOC HAS BEEN SENT, NO ACTION TAKEN.